Goal 1: Promote academic quality by building and supporting a distinguished faculty.

1.1 Increase average full-time faculty salaries at all ranks.

Key Performance Indicators*:
- Median salary levels for each rank including professor, associate professor, assistant professor, and lecturer

1.2 Increase number of full-time faculty as a percent of all faculty FTE.

Key Performance Indicators*:
- Number and percent of full-time faculty including tenured administrators

1.3 Provide merit increases and other recognitions based on performance in order to retain highly competent faculty.

Key Performance Indicators*:
- Merit increases awarded/not awarded
- List of new recognitions received

1.4 Provide a university infrastructure (including equipment and facilities) to support teaching, research, and scholarly and creative activity.

Key Performance Indicators*:
- Number and dollar value of facility upgrades made this year
- Major equipment purchases and acquisitions
- Number of Library expansions
- Number of Technology Resource developments

• Library Expansions
  o Wittliff Collections Expansion (August 2014-October 2015).
  Enclosed space on 7th floor of Alkek Library to house recent acquisition to
the Wittliff Collections – Marc Simmons Collection.
  o Audio-visual digitization room (150 square feet) constructed. (August 2014-October 2014).
  o ITS Computer Lab Office (4th floor Alkek Library) Renovated to include private offices and ADA equipment/service spaced. (October 2014-December 2014).
  o Coffee/snack bar on main floor of Alkek Library. (January 2015-April 2015)
  o Alkek Library Infrastructure Upgrade (Planning). PBK selected as architectural firm and Vaughn selected as construction firm. Planning Infrastructure system upgrades including: electrical, telecommunications, HVAC, building envelop, etc. Plan approved at May 2015 Board of Regents meeting. Construction to begin mid-September 2015.
  o Collections Repository – Programming completed for off-site, high density library storage facility located at STAR Park. Harrison Kornberg Architectural firm.
  o RIO Suite – Programming and design work to construct an office suite for Research Librarians on the 3rd floor of Alkek Library.
  o Graduate Commons – Programming and design work to construct a Graduate Student Commons on the 6th floor of Alkek Library.

• Technology Resource developments
  o Upgraded the hardware and storage for the university’s virtual server environment that runs many of the major systems on campus
  o Upgraded Core Network Switches – Provides MPLS support for advanced network services and increases building uplinks to 10 Gbps
  o Upgraded WiFi Controllers – Improves availability with redundant design and increases campus WiFi capacity
  o Upgraded MCS Network – 10 Gigabit backbone, PoE and UPS power, Enhanced reliability
  o Implemented NSF Grant Project – $500,000 investment in Research DMZ and statewide network infrastructure will enable high bandwidth access to research data.
  o Campus Fiber Backbone improvements – Expanded fiber backbone on campus provide redundant uplinks to each building and increased network capacity.
  o Alkek Library Infrastructure Project – This ongoing project includes the construction of brand new network and communications facilities on each floor of the Alkek Library to support the transition to a Learning Commons. This will enable a technology rich environment that supports collaborative learning.

1.5 Offer academic programs that are nationally and internationally competitive.
Key Performance Indicators*:
- List of current national/international program recognitions
- List of current national/international student awards and recognitions
- Number of academic programs accredited or reaccredited

1.6 Strengthen research and scholarly/creative activity efforts through achieving increases in sponsored program expenditures including collaboration across disciplines.

Key Performance Indicators*:
- Current sponsored program expenditure dollars
- List of new cross-discipline collaborative sponsored programs

1.7 Provide start-up funds in order to attract and retain distinguished faculty to conduct research and attract external grants.

Key Performance Indicators*:
- Academic start-up dollars awarded (division and college)
- Library start-up funds awarded

- New Academic program Library start-up funds for collection development – $115,700 ($25,700 BSN, Nursing; $15,000 EdD & PhD, Developmental Ed; $75,000 PhD, Materials Science, Engineering and Commercialization).
- New Faculty start-up funds for library materials - $11,752 awarded to 16 faculty members.

1.8 Support faculty efforts in international research.

Key Performance Indicators*:
- List of new international research efforts and scholarly/creative activities
- International travel funds provided (division and college)
- Number of Fulbright Research Scholars and other international fellowships
- Number of visiting scholars supported
- List of new technology support activities for international research

1.9 Pursue National Research University Fund (NRUF) eligibility.

Key Performance Indicators*:
NRUF Eligibility
- Total restricted research expenditures
- Total endowment funds
- Number of doctor of philosophy (PhD) degrees awarded
- Percentage of first-time entering freshmen in the top 25% of their high school class
- Average SAT and ACT scores of first-time entering freshmen
- Status as a member of the Association of Research Libraries, having a Phi Beta Kappa chapter, and Phi Kappa Phi chapter
- Number of tenured/tenure-track faculty who have achieved national or international distinction through recognition as a member of one of the national academies, are Nobel Prize recipients, and have received other faculty awards as designated in the NRUF eligibility criteria.
- Number of graduate level programs and graduation rates for master's and doctoral programs

1.10 Increase Texas Research Incentive Program (TRIP) awards.

Key Performance Indicators*:
- Number and total dollar amounts of TRIP-eligible submissions/awards
- Total dollar amount of matching funds received from TRIP for the year

Goal 2: Provide opportunities for a public university education and contribute to economic and cultural development.

2.1 Move forward on the goals of participation, success, and excellence.

Key Performance Indicators*:
- Freshman class size compared to prior year and percent change
- Overall enrollment compared to prior year and percent change
- Overall African American and Hispanic enrollments compared to enrollments of previous year
- Rate of participation (applications for admission) and success (freshman to sophomore retention rate and graduation rates)

2.2 Continue engagement in the economic development of the region.

Key Performance Indicators*:
• List of current economic collaborations with external constituents
• Number of clients in STAR Park
• Number of clients, job creation and retention, business starts and expansions, and cultural infusion in Small Business and Development Center (SBDC)
• Number of clients in the Office of Commercialization and Industry Relations (OCIR)

2.3 **Continue engagement in the cultural development of the region.**

**Key Performance Indicators*:**
- List of current cultural collaborations with external constituents (e.g., Wittliff program development, lecture series, performance and creative arts events)
- Wittliff Collections: Acquired the literary archives of internationally acclaimed author Sandra Cisneros.
- Wittliff Collections: Acquired New Mexico historian, Marc Simmons Library composed of 15,000 volumes of southwestern history and literature. The library contains the definitive print collections on a variety of topics from Indian cultures and early Spanish settlers to women pioneers, artists and writers of the 20th century, and the Santa Fe Trail. The library contains many rare volumes, including some 400 Spanish-language books on Texas and the Southwest originally published in Mexico and Spain during the 18th and 19th centuries.
- Wittliff Exhibitions:
  - Armadillo Rising: Austin Music Scene in the 1970s
  - Mary Ellen Mark: Man and Beast
  - Cormac McCarthy: Unveiling a Literary Legend
  - Master Storyteller: The Photographs of Earlie Hudnall, Jr.
  - Long Live the Longneck!
  - The Faces of Texas: Photographs by Michael O'Brien

2.4 **Increase undergraduate student scholarships and graduate student financial support in an effort to improve recruitment and retention of students.**

**Key Performance Indicators*:**
- Number of new scholarships awarded
- Number of new merit scholarships awarded
- Total dollar amounts of new scholarships and average award amounts
• Other dollars contributed toward undergraduate and graduate student financial support (division and college)
• Percentage increase in salary levels for graduate assistants

2.5 **Internationalize the curriculum.**

**Key Performance Indicators**:
• Number and list of new/revised courses and programs with international content
• Number of faculty participants in globalization workshops

2.6 **Encourage faculty and students in pursuing global academic experiences.**

**Key Performance Indicators**:  
• Number of faculty-led study abroad programs  
• Number of students studying abroad  
• Number of Fulbright Teaching Scholars  
• Number and list of student international research efforts and scholarly/creative activities (presentations, papers, etc.)  
• Number and list of student international teaching activities  
• Number and list of student international service activities  
• Dollars contributed toward study abroad scholarships  
• Number of institutionally-recognized international exchange programs  
• Number and list of countries impacted  
• Number and list of staff-led international experiences

2.7 **Maintain a vigorous, targeted recruitment and marketing campaign.**

**Key Performance Indicators**:  
• List of new or major modifications to undergraduate and graduate recruitment initiatives  
• List of new or major modifications to marketing efforts implemented

2.8 **Recognize the role of Athletics in developing the image of the university and enhancing economic and cultural development.**
Key Performance Indicators*:
- Number and list of new Texas State athletic advertisements placed
- List of all athletic events on local or national television
- Average number of athletic events each year, home and away
- Total economic impact from athletic events on local community
- Product licensing income for the year and new licenses added around the State of Texas
- Increase in membership for Bobcat Club for the year

2.9 Expand delivery of distance learning.

Key Performance Indicators*:
- Number of new online and hybrid SCH as a percent of overall offered

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Goal 3: Provide a premier student-centered, educational experience that fosters retention and success.

3.1 Increase student retention and graduation rates.

Key Performance Indicators*:
- Student retention rates compared to prior year (college and institutional)
- Student graduation rates compared to prior year

3.2 Create and deliver co-curricular experiences to promote student success.

Key Performance Indicators*:
- Number and list of new co-curricular activities provided
- Number of attendees at each co-curricular event

3.3 Enhance quality and consistency of academic advising services.

Key Performance Indicators*:
- Number of students served (i.e., walk-in, email, phone, appointment, social media)
- List of professional development opportunities provided to academic advisors for consistent messaging
• Number of external professional development opportunities attended by how many advisors
• Number and list of current internal and external awards and recognitions received by advisors
• Advisor/student ratios compared to prior year

3.4 Enhance the Honors College to better attract and engage high achieving students.

**Key Performance Indicators**: 
• Number and percent of students enrolled in Honors College compared to prior year
• Number of Honors sections offered
• Number of Honors College graduates compared to prior year

3.5 Recognize and support intercollegiate athletics and the arts as vehicles to promote a well-rounded collegiate experience for all students.

**Key Performance Indicators**: 
• Number and list of events (athletic and artistic) provided for the year
• Average number of students that attend sporting events
• List of promotions and collaborations with student groups to engage them in athletics
• Number and list of new academic support initiatives provided to student athletes

3.6 Assess outcomes (student learning, administrative support, academic and student support, research, community/public service, and general education) to ensure continuous improvement and student success.

**Key Performance Indicators**: 
• Examples of new selected improvement efforts implemented as a result of assessment findings
• Number and percent of programs completing outcomes assessment
• Number and percent of completed audits
3.7 Utilize program review and accreditation processes to improve academic, administrative, and student support programs to foster student success.

**Key Performance Indicators***:
- Number of program reviews completed and number submitted to THECB
- Examples of selected program improvements made based on program review/accreditation findings
- Percent of academic program reviews with all items scored “acceptable” or higher

3.8 Broaden efforts to facilitate successful transition of students to the workplace and graduate/professional education.

**Key Performance Indicators***:
- Number and list of career support programs provided
- Number and list of academic outreach and recruitment efforts
- Number and list of new companies recruiting at Texas State
- Number and list of employers conducting on-campus interviews
- Number and list of career fairs, including number of employers attending fairs
- Number of internships completed by students
- Number and list of programs and events to prepare students for graduate/professional education
- Number and list of alumni-supported career events and initiatives to support student networking and career success
- Number and list of on-campus student employment career preparation programs and initiatives
- Number of face-to-face career counseling appointments
- Number of PACE career counseling sessions

3.9 Continue faculty and student information literacy initiatives that support student learning.

**Key Performance Indicators***:
- Number of literacy sessions provided
- Number of faculty and students served

- Number of information literacy sessions provided = 545
- Number of faculty and students served = 13,574
3.10 Implement Personalized Academic and Career Exploration (PACE) to foster retention and success.

**Key Performance Indicators**:  
- Number of freshman students served  
- Number and list of support programs provided  
- QEP successes based on outcomes achievement and continuous improvement

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**Goal 4: Enrich our learning and working environment by attracting and supporting a more diverse faculty, staff, and student body.**

4.1 Attract and retain a diverse faculty and staff.

**Key Performance Indicators**:  
- Number and percent of female full-time faculty and staff compared to prior year  
- Number and percent of African American, Hispanic, and other minority faculty and staff compared to prior year

4.2 Remain a Hispanic Serving Institution.

**Key Performance Indicators**:  
- Number and percent of Hispanic student enrollment compared to prior year  
- Number and percent of Hispanic student graduates compared to prior year  
- Number and percent of Hispanic students retained compared to prior year

4.3 Enhance student recruitment, retention, and support programs for all racial, ethnic, gender-based, and international groups.

**Key Performance Indicators**:  
- Examples of new academic, student support, and administrative programs provided  
- Number of students served with support activities
• Number and list of new recruitment activities
• Number and list of new academic, student support, and administrative retention activities

4.4 **Expand efforts to promote diversity and inclusion among all faculty, staff, and students.**

**Key Performance Indicators**:  
- Examples of new/modified academic programs that added multicultural or multi-perspective content  
- Number of new/revised courses with multicultural or multi-perspective content  
- Examples of new academic, student support, and administrative programs/activities provided (e.g., activities related to Common Experience)  
- Number of individuals served in academic, student support, and administrative programs/activities

4.5 **Seek historically underutilized business suppliers.**

**Key Performance Indicators**:  
- Number of active HUB vendors compared to previous year  
- Percentage of construction value issued to HUB vendors  
- Number of active mentor/protégé partnerships compared to previous year  
- Percent of total university procurement with HUB vendors compared to previous year

**Goal 5: Develop and manage human, financial, physical, and technological resources effectively, efficiently, and ethically to support the university’s mission.**

5.1 **Increase average full-time staff salaries in all categories.**

**Key Performance Indicators**:  
- Percent increase in average salary levels for all categories
5.2 Increase number of full-time staff as a percent of all staff FTE.

Key Performance Indicators*:
- Number and percent increase in full-time staff compared to prior year
- Number and list of newly-created positions

5.3 Provide merit increases and other recognitions based on performance in order to retain highly competent staff.

Key Performance Indicators*:
- Merit increases awarded/not awarded
- List of recognitions received

5.4 Maintain a physical setting that presents Texas State as a premier institution.

Key Performance Indicators*:
- Number and list of new repair and renovation projects completed
- Number and list of new campus enhancement projects completed
- Number and list of new ADA modification projects completed

5.5 Implement the Campus Master Plan update for 2012-2017 to ensure it meets the needs of the University.

Key Performance Indicators*:
- Number and list of capital projects completed
- Total cost of capital projects completed
- Number and list of property acquisitions
- Number and list of new “gray to green” projects completed per the Campus Master Plan

5.6 Maintain compliance with Coordinating Board classroom and class lab space usage efficiency standards.

Key Performance Indicators*:
• Total hours of classroom type activity taught anywhere on campus divided by total number of classrooms must equal or exceed 45 hours per week
• Total hours of classroom lab type activity taught anywhere on campus divided by total number of class labs must equal or exceed 35 hours per week
• Total number of weekly minutes taught in classrooms divided by 50 minutes and divided by total number of classrooms must equal or exceed 38 hours per week
• Total number of weekly minutes taught in class labs divided by 50 minutes and divided by total number of class labs must equal or exceed 25 hours per week
• Student station occupancy in classrooms is 65% or above for classrooms
• Student station occupancy in class labs is 75% or above for class labs

5.7 Expand and support professional development opportunities for faculty and staff.

**Key Performance Indicators***:
• Examples of major new internal professional development workshops offered at main campus and Round Rock campus
• Examples of major new internal faculty development sessions offered
• Total number of faculty served through internal faculty development sessions
• Total number of staff served through internal professional development sessions
• Examples of external faculty development opportunities attended by faculty
• Examples of external professional development opportunities attended by staff
• Number of faculty developmental and supplemental leaves awarded

5.8 Support structured, standards-driven web course development and programs that enable faculty to appropriately integrate technology into the teaching-learning process.

**Key Performance Indicators***:
• Examples of new web-based courses offered compared to prior year
• Number of faculty completing distance education training
• List and dollar amount of new resources provided to support distance learning
• List and dollar amount of new resources provided to support technology in the teaching and learning process
• Number and list of current excellence in online teaching awards

**Ensemble Video Content Management System:** VPIT software purchase, TR Hardware purchased - $78,778.50.

5.9 **Reduce deferred maintenance in existing facilities.**

**Key Performance Indicators**:  
• List and total cost of deferred maintenance projects completed

5.10 **Ensure compliance with SACSCOC standards to continuously improve overall institutional effectiveness.**

**Key Performance Indicators**:  
• Number and list of major process improvements made to address specific SACSCOC standards  
• Number of IE Council meetings held and level of participation  
• Number of disseminations of SACSCOC-related information

5.11 **Effectively engage alumni and external constituents to influence and generate human and financial capital opportunities.**

**Key Performance Indicators**:  
• Number and list of alumni and new external constituent (parents, families, businesses) outreach activities  
• Total annual value of alumni and external constituent contributions  
• Number and percent of alumni donating to Texas State  
• Number and percentage of alumni who have graduated in the last five years that donate to Texas State  
• Number of alumni volunteering their time on behalf of Texas State (e.g., board participation, Chapter leadership, guest speakers, faculty, advisory boards, judges, research)  
• List of new student and alumni collaboration efforts (e.g., conferences, mentoring)  
• Number and list of recognized alumni achievements  
• Number of events and total participation at Alumni Association sponsored and co-sponsored events  
• Number of recognized alumni chapters, number of alumni chapter hosted events, and annual participation at these events
5.12 Assess the needs and opportunities to refine Alkek Library utilization to improve support for the achievement of faculty and student instruction and research.

**Key Performance Indicators**:  
- Number and list of library assessment activities  
- Number and list of library improvements made

- **Number and list of library assessment activities**  
  - Administrative Services assessments in areas of financial management, custodial care, and human resource management.  
  - Librarian Career Ladder benchmarking study  
  - Learning Commons prototypes (collaborative zone, Instant Theatre, Mixed Study Space, Alkek Collaboration Center, reservable study rooms).  
  - Hybrid research tools (Browzine, Datazoa, Curriculum Builder)  
  - Library/research analytic tools, SciVal and Incites, and Plum Analytics  
  - Five-year academic program reviews (library collection assessments) for CLAS, Communication Disorders, Psychology, Philosophy, OWLS and Journalism & Mass Communication  
  - Collection analyses for: ABET accreditation, Nursing DNP proposal, MSHIM program proposal, Digital Media Entrepreneurship, and Interior Design accreditations.  
  - Successfully completed LibQUAL web-based survey of library user perceptions.  
  - Conducted user experience “mystery shopper” assessment.  
  - Conducted Information Literacy assessments for English 1320 classes and selected upper division classes.  
  - Developed online assessment of ENGL1320 and ENGL3300 information literacy instruction.  
  - Research consultation service.  
  - Records Management workshops.  
  - Wittliff Collection materials created by women, Mexican-Americans and Mexican nationals.  
  - Use of Wittliff Collections by Texas State community members.  
  - Satisfaction of attendees at Wittliff sponsored events.

- **Number and list of library improvements made**  
  - Learning Commons – Coffee/snack bar, Combined Service Point (Circulation and Research & Information), 3D printer purchase, reservable study rooms on 5th floor and Instant Theatre.  
  - Added GIS Services Specialist  
  - Sierra/SAP interface  
  - Grant funding obtained for five key online resources: JSTOR
Business IV, JSTOR Arts and Sciences XIII, Sixties: Primary Narratives and Personal Documents, American Consumer Culture Market Research and American Business, and Victorian Popular Culture Collections I-III.

- Electronic Journal back files acquired from Wiley, Sage, and JSTOR Arts and Sciences XIV.
- Activated first demand-driven programs for streaming videos (Kanopy), journal articles (ReadCube), and DRM-free ebooks (JSTOR).
- Weeded over 16,000 journal volumes with stable online versions and over 6,000 AV items.
- Achieved 2.8 days turnaround time for cataloging general collection materials
- Cataloged over 14,000 government documents retroactively.
- Completed various digitization projects including
  - 125 oral history cassettes and open reel tapes
  - Entire run of the Pedagog and created an online publically accessible Omeka site.
- Materials from the Santiago Taffolla archive in the Wittliff Collections and created an online Omeka exhibit.
- Rodrigo Moya photographs for UT Press book
- 4,999 manuscript pages and photographs from R.H. Bing collection in the University Archives
- 2,784 football negatives and 503 yearbook negatives from the University Archives and created a Flickr site to host images and accept tagging.
- 3,038 manuscript pages and photographs from the Aquarena Springs collection
- 6,202 pages of Cormac McCarthy manuscript pages from the Wittliff Collection for preservation.
- Received grant to digitize 524 historical newspapers from Hays County and Southwest Texas State dating from 1874-1945.
- Added 33 new paid electronic resources.
- Created process to vet faculty vitas for purposes of adding faculty publications into Digital Collections.
- Implemented “text a call number” functionality scripts for Sierra WebPac.
- Added STEM Librarian and Humanities Librarian positions.
- Added two Learning Commons Assistant positions and a Library Experience Librarian position
- Hosted Scholarly Communication events
- Increase Your Research Visibility: Making an Impact with your Research (Oct)
- Enhance Your Researcher Profile – vendor fair (Nov)
- Library promotional initiatives
- Boko READ poster
- Obtained Common Experience minigrant for two film showings – Dallas Buyers Club and Fruitvale Station
Two gaming nights
- Developed Alkek in 60 Seconds videos and Shake it Off video to inform students.

- ITS provides printing and computer usage stats to Library

5.13 Ensure regulatory compliance, environmentally responsible and sustainable practices and the efficient use of energy and water resources.

Key Performance Indicators*:
- Percent of campus electric usage per square foot increase/decrease compared to prior year
- Percent of campus natural gas consumption per square foot increase/decrease compared to prior year
- Number and list of awards/recognition for environmentally responsible practices
- Number and list of new environmentally responsible activities implemented
- Number of new activities implemented as a result of external audit findings

5.14 Leverage Enterprise Resource Planning (ERP) and other technology investments to continually improve campus business and instructional support activities.

Key Performance Indicators*:
- Narrative list of campus business improvements enabled or enhanced by technology
- Number and list of new and enhanced instructional support activities provided

- Implemented FluidReview, a scholarship management system, to be used for scholarship acceptance for the Graduate College, the College of Education, University Advancement, Study Abroad, Financial Aid and the Math Department.
- Implemented CourseLeaf, an online catalog and online scheduling system. The online catalog replaced the PDF versions of the undergraduate and graduate catalogs. The online scheduling allows for the update of data for changes to course scheduling.
- Academic Testing for Students with Disabilities - Added several major enhancements including adding/removing questions, changing required answers and options, and adding page locks preventing multiple staff from editing the same test request simultaneously.
- Evaluated Transcripts - a dotNet student portal to allow a student to run
their own Evaluated Transcript report.

• Financial Aid Document Upload - New application to enable a student to upload important documents that are required by the Financial Aid Office and store them in a secure place. This application has a BDMS interface. The application lets the student upload the documents for a particular aid year. The application sets the document to pending in the FA office system and the student receives a confirmation email. FA office staff can then review the document to see if it contains all the information that it needs to have. If the FA office staff sets the document to incomplete the student will see the document on the list of required documents again in the application.

• Graduate Admissions Document Upload - This application allows the student to see the items on their Checklist (required items to apply for grad college). If the document is one of the items they can upload in the application, the application accepts the document and copies it to BDMS where it is then marked as complete. The Student can check the status of all required documents in the application.

• Small Classes Report - Application to produce the state mandated Small Classes Report and provide and approval work flow for the Chair and Deans to enter and approve justification codes for the Small Classes.

• Supplemental Instruction - This application is used by the SLAC office to track attendance for their study sessions they have during a semester for particular classes. The SLAC office uses the data to compare the grades of students that don’t attend with those that do.

• Enhanced ACC Pathways enrollment data script to better capture census data. ACC census data needed to be “frozen” to avoid the manual task of reviewing the custom table or data files from ACC to determine accurate enrollment figures.

• Implemented CSV data extract for ACC providing Financial Aid data about Pathways students. This effort enables ACC to better serve students with Financial Aid refunds who have an outstanding balance at ACC. This effort avoids manual review tasks at Financial Aid of ACC data.

• Automated registration cancellation process for Student Business Services. Reduced time spent by Student Business Services and reduced mistakes made during manual process.

• Automated nightly extract of Banner student data for integration with Attorney for Students’ new Titanium Scheduler calendaring software. Allows Attorney for Students to provide enhanced service for students.

• Provided support for bringing Course Leaf CLSS and Course Bridge integration packages online in Banner SSB providing remote web integration functionality to Leepfrog. Provided faculty data extract from Banner to supplement SAP data extract.

• Developed Account Receivables script in Banner to assess late fees. Replaced an error-prone manual task for Student Business Services.

• Modified existing Banner and CBORD integrated processes to facilitate continued service and door access to TSIE (Intensive English) only
A policy change no longer charged fees to these students, and adjustments were needed to ensure service continuity for the 2016 Spring term, and future terms

- Developed a Banner script to automate posting of comments from Financial Aid on batches of students numbering in the hundreds. Replaced a manual, error-prone task.
- Installed SEVIS upgrades/patches for FSAAAtlas supporting Homeland Security Federal SEVIS requirements.
- Developed a Banner data extract of degree information for Registrar for GoArmy.
- Developed Javascript email validation routine for Self Service Banner to improve self-reported student email address data.
- Developed automated Banner process to send Financial Aid disbursement notifications to parents when a Parent loan is disbursed. Meeting Federal requirements – Replaced manual mail-merge process for Financial Aid saving hours of functional office time and improving accuracy/reducing mistakes.
- Developed Banner workflow to send automated notifications to students when registering for a RRHC courses informing them they have registered for a course at the Round Rock Campus. Developed workflow notification for Round Rock staff for Avery building scheduling changes.
- Policy updates to the script calculating transfer course repeats for degree requirements – Office of the Registrar.
- Developed automated Banner script to place Advising and Orientation holds on new admits handling multiple application terms correctly improving business processes for Admissions.
- Upgraded T2 Parking system to version 7.7, Implemented Permit Now and Ticket Notices.
- Upgraded Ellucian Degree Works to version 4.1.4 providing continued services to Registrar and PACE/Advisors.
- Upgraded Ellucian Recruiter from version 3.7 to 3.7.1. Subsequent upgrade of Ellucian Recruiter to version 3.8
- Implemented Warrant Hold System in Banner for Student Business Services. Fulfilled State requirement to supply a list of past due accounts, and receive this list from the State of Texas of delinquent accounts at other State agencies.
- Implemented a custom report of financial transactions reported to SAP from Banner (ZURFEED) for Student Business Services enabling faster reconciliation of accounts at the end of the month.
- Created Awarding procedure for Financial Aid Fluid Review software using custom wake/sleep and pending transaction control to avoid constraint errors when using the Banner awarding API.

- Purchased Ensemble Video Content Management System to meet the growing needs of instructional video on campus.
5.15 Implement fundraising initiatives to help achieve strategic plan goals.

**Key Performance Indicators***:
- Total dollar amount raised for the year
- Total dollars raised per strategic fundraising priority area

5.16 Promote a safe and secure environment.

**Key Performance Indicators***:
- Number and list of new safety/security support activities introduced
- Increase/decrease in crime statistics
- Number of new educational activities related to applicable laws and regulations (e.g., Title IX, Campus Save Act, Violence Against Women Act)
- Percent of required policy and procedure statements updated for the year as a result of applicable laws and regulations (e.g., Title IX, Campus Save Act, Violence Against Women Act)
- Number and percent of faculty, staff, and students that have received training related to applicable laws and regulations (e.g., Title IX, Campus Save Act, Violence Against Women Act)